

## **THE EFFECT OF COMMUNICATION AND TEAMWORK ON EMPLOYEE PERFORMANCE OF GIORDANO, INDONESIA**

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### **ABSTRACT**

*This study aims to analyze the effect of communication and teamwork on the performance of PT. Giordano Indonesia Medan. This type of research is quantitative research. The population used is all employees of PT. Giordano Indonesia Medan, as many as 45 people, made the entire population a sample, so the research sample totaled 45 people. Data collection techniques were carried out using a questionnaire. The results showed that communication partially has a significant positive effect on employee performance, with a correlation coefficient of 0.452 and a significance of  $0.015 < 0.05$ . Teamwork partially has a significant positive impact on employee performance, with a correlation coefficient of 0.364 and a significance of  $0.015 < 0.05$ . communication and teamwork simultaneously have a significant positively affect on employee performance with a significance of  $0.000 < 0.05$ . Determination shows a result of 0.734 meaning that work discipline, communication, and teamwork contribute to employee performance by 73.4% of all factors that can contribute to employee performance at PT. Giordano Indonesia Medan.*

**Keywords:** *Communication, Teamwork, Employee Performance*

### **1. Introduction**

In the current era of modernization and digitalization, quality and professional human resources (HR) are the primary keys to encouraging organizations further growth and development. Therefore, human resources need to be managed optimally so that the quantity and quality of human resources in the organization truly meets needs and can become an asset for the organization in winning business competition. (Siagian, 2020). It cannot be denied that company management requires human resources who can contribute significantly to the company through the performance they produce. HR performance assessed objectively, periodically, and continuously will provide information on the quality of HR performance. HR performance is an assessment measure for each HR in supporting the company's success in achieving its business goals.

Performance is the result of work that has a strong relationship with the organization's strategic goals, and customer satisfaction and provides an economic contribution to the company (Amstron & Baron in Fahmi (2017). Optimal employee performance has a positive impact on the employees themselves, where employees can increase/improve personal economic avalue and competency value in the eyes of company management.

In every work activity carried out by employees, it cannot be separated from the communication involved in it, both communication with superiors, with subordinates, and with fellow co-workers. Because basically communication is the transfer of information and understanding from one person to another (Keith Davis in Mangkunegara, 2013). Good communication can be a means of expediting employee work processes. Through communication, employees can cooperate with each other and together improve the quality of their work. (Faujiah, 2019). The creation of good communication within the company can be used as capital to build good teamwork. The idea is that communication and teamwork form a unit that supports each other to create good employee performance.

Collaboration between fellow employees contributes to achieving the company's planned goals. For this reason, good communication between fellow members is needed. The role of communication can improve teamwork relationships that are conducive to achieving company goals. This of course has a positive impact on teamwork among employees as well as encouraging good performance (Januar, 2022). Basically, cooperation is the synergy of the strengths of several people to achieve a desired goal by uniting the strength of ideas that will lead to success (Muhti in Bansich, 2020). In simple terms, teamwork is a form of uniting the strengths, abilities, skills and knowledge of several employees in completing a job.

The results of initial observations (pre-survey) obtained information from management represented by the Store Manager regarding the performance conditions of PT employees. Giordano Indonesia Medan Nike Store unit shows that there are obstacles to achieving employee performance at PT. Giordano Indonesia Medan during 2021-2022, where there are several performance indicator points that are not in good condition. In terms of achieving work goals and targets during 2021-2022, conditions are not good, where employees do not fully understand the purpose of the work being carried out. You can imagine that if a worker does not/does not understand the detailed aims and objectives of what he is working on, there is a high potential for low performance. It is still found that employees fail to achieve success in their work, especially in fulfilling work standards, especially in 2022. It could be that the above conditions are caused by employees not having adequate knowledge and abilities for their field of work so that the assessment of employee competence during 2021 is given a bad score, but in In 2022, this condition will improve for the better. From the aspect of individual employee motivation, employees have had a material orientation in their work. If material is the main goal, then quality performance is not the main priority. Paying attention to the condition of such performance indicators will have the potential to bring employees closer to achieving low performance.

Results of initial observations of 12 randomly selected employees regarding the continuity of communication within PT Giordano Indonesia Medan found that employees felt that communication from superiors, especially when conveyin information/commands/instructions to subordinates, was not smooth. Information tends to be stopped by third parties, which results in the information not reaching its destination or being late in reaching its destination.

The results of initial observations regarding the state of teamwork from 12 randomly selected employees produced information that suggested teamwork was unpleasant and even made work harder. The team collaboration situation above is really worrying, where the existing team collaboration has not shown solid cooperation so far. Employee participation in building teamwork is still half-hearted and they even tend to prefer working alone. These symptoms have a very negative impact on the performance produced by each employee. Because wherever the company is, every job will be related to the work of other employees, so teamwork is an indisputable necessity.

## 2. Methods

Methods already published should be indicated by a reference: only relevant modifications should be Population is a generalized area consisting of objects/subjects that have certain qualities and characteristics determined by the researcher (Sugiyono, 2019). In this study, the population used was employees of PT. Giordano Indonesia Medan Nike Store unit has a recorded number of 45 employees. The sampling method used in this research is a saturated sample, where the entire population is sampled, so the total research sample is 45 samples. The data research method used multiple regression analysis, partial test and simultaneous test

## 3. Results and Discussion

Multiple linear regression tests were carried out to determine the strength of the correlation between the independent variables (communication, teamwork) and the dependent variable (employee performance). The results of the multiple linear regression test are shown as follows

Table 1. Result Multiple Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients
	B	Std. Error	Beta
Constant	-7,271	4,659	
Komunikasi	0,452	0,177	0,369
Kerjasama Tim	0,364	0,144	0,283

The table above explains that the independent variables of communication and teamwork have a positive correlation with the dependent variable of employee performance. Each independent variable produces a correlation and boost of different regression coefficient values but remains in a positive condition. The linear equation for the correlation of the independent variable with the dependent variable can be displayed as follows

$$\text{Employee Performance} = -7,271 + 0,452 (X_1) + 0,364 (X_2)$$

Thus, the positive relationship between the three independent variables and the dependent variable is in a straight line that is in the same direction and linear.

### Partial Test (t-test)

Partial test or t-test is used to prove the hypothesis of partial (individual) influence between the independent variable and the dependent variable with the following results:

Table 2. Partial Test

Model	Koefisien	Sig-t	Standar
Komunikasi	0,452	0,015	0,05
Kerjasama Tim	0,364	0,015	0,05

The table above explains the partial test results where the three independent variables (, teamwork) have a positive effect on the dependent variable (performance). the communication

variable has a significant positive influence ( $t\text{-sig } 0.015 < 0.05$ ) on performance. Thus the hypothesis can be accepted. The teamwork variable has a significant positive influence where  $t\text{-sig } 0.015 < 0.05$ , so the hypothesis is accepted.

### Simultaneous Test (F-test)

The Simultaneous Test is carried out to prove the hypothesis simultaneously (together), whether the independent variables (communication, teamwork) have an effect on the dependent variable. The results of data tests carried out using simultaneous tests obtained the following results:

**Table 3. Simultaneous Test**

Model	Sum of S quares	df	Mean S quare	F
Regression	1163,774	3	387,925	37,669
Residual	422,226	41	10,298	
Total	1586,000	44		

The table above explains the results of simultaneous tests for the independent variable against the dependent variable, where the F-sig significance value is  $0.000 < 0.05$ . This means that the three independent variables show that simultaneously (together) they have a significant positive influence on the dependent variable (employee performance). So the hypothesis proposed can be accepted.

### Determination Test Results

The Determination Test is used to determine how much the independent variable is able to explain its contribution to the dependent variable. The contribution coefficient of the independent variables work discipline, communication and teamwork to the dependent variable employee performance is as follows:

**Tabel 4  
Determinantion Test**

Model	R	R S quare	Adjusted R S quare
1	0,857 <sup>a</sup>	0,734	0,714

The R-Square value above represents a coefficient of determination (R<sup>2</sup>) of 0.734 or 73.4%. This means that the independent variables consisting of work discipline, communication and teamwork contribute to the employee performance variable as the dependent variable by 73.4% of 100%. factors that can contribute and influence the performance of PT employees. Giordano Indonesia Medan.

#### **4. Conclusion**

##### **The Effect of Communication on Employee Performance**

Referring to the theory put forward by Keith Davis in Mangkunegara (2013) that communication is the transfer of information and understanding to other parties. This means that communication is carried out to make other people understand the content (message) of the communication conveyed. It is conceivable that if the contents of the message cannot be fully understood by the recipient of the information, the impact that will arise will be communication failure, where the aims and objectives are not achieved. And this condition appears at PT. Giordano Indonesia Medan, where the communication process does not go completely smoothly as theorized by Keith Davis. If this goes on for a long time, then you can imagine that the work process that occurs and the work produced will not be in accordance with the hopes (expectations) of the sender of the message in this is the leader or superior. If we refer back to the conditions above, this happens because the ability to understand receiving and giving messages is low from the communicators. The relationship between the giver and recipient of the message is rigid and carried over when communication occurs, as well as the way in which communication is delivered is inappropriate and inappropriate, making it difficult for the communication process to understand the content of the communication.

##### **The Effect of Teamwork on Employee Performance**

Referring to Bansich's (2020) statement that teamwork is a synergy of the strength of several people to achieve a desired goal by uniting ideas, strengths and thoughts that will lead to success. Then Robbin and Timothy in Nasabella (2021) emphasized that work carried out in groups (team collaboration) will produce better work if done alone. The two statements above make it very clear that team collaboration is very beneficial for many parties, especially for companies. However, unfortunately this understanding is not fully embedded in the minds and understanding of some PT employees. Giordano Indonesia Medan, thus responding negatively to teamwork efforts in completing work. So it is very unfortunate if employees have an a priori (negative) attitude towards the continuity of team collaboration. These employees will feel a big loss, because they do not get many positive things from building teamwork in completing a job (Hermanto, 2020) such as: being able to have positive synergy between employees, distributed responsibilities where these responsibilities become a shared burden, transfer of expertise complement each other, and so on. This situation shows that theories about teamwork are not fully able to encourage employees to build teamwork into a strength in completing tasks in the company. In the end, avoiding sustainable teamwork will further slow down self-improvement and weaken the achievement of optimal employee performance quality.

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